



**City of Miami Beach Centennial**  
**Hard Rock Rising Miami Beach Global Music Festival 2015**  
Thursday, March 26, 2015

**Is the event free?**

Yes, the public is welcome to enter the complimentary viewing area of the event starting at noon. Additionally, reserved premium seating options are available for sale at varying prices (See prices below).

**Do I need a ticket to enter the complimentary public viewing area?**

No, the complimentary public viewing area does **NOT** require a ticket.

**As a City of Miami Beach resident, is there a special section for us?**

Yes, the first 5,000 pre-registered City of Miami Beach residents with a valid form of identification that verifies residency are allowed to enter a preferred “Residence Viewing Area” on a first-come, first-serve basis.

**How do I pre-register for my complimentary “Resident of Miami Beach Preferred Viewing Area” ticket?**

You can pre-register for a complimentary “Resident of Miami Beach Preferred Viewing Area” print-at-home paper ticket or mobile ticket that is displayed on your phone (like the airlines) online at [www.MiamiBeach100.com/tickets](http://www.MiamiBeach100.com/tickets) by paying a “Pre-Registration Convenience Fee” of \$3.95 per ticket.

Complimentary printed “Resident of Miami Beach Preferred Viewing Area” tickets will also be available at City of Miami Beach City Hall and can be picked up with valid proof of Miami Beach residency. For more information, please call (305) 673-7577.

**Do I have to wait in line once I get to the venue if I pre-register online?**

The “Pre-registered Line” will be considerably shorter than the Box Office line. The pre-registered line enables you to avoid waiting in the general public Box Office line.

**How many “Resident of Miami Beach Preferred Viewing Area” tickets can I receive?**

Each Miami Beach resident with a valid form of identification verifying residency will

receive two (2) "Resident of Miami Beach Preferred Viewing Area" complimentary tickets. Children under twelve (12) years of age DO NOT NEED A TICKET but must be accompanied by a ticketed adult resident.

### **Where do I buy a ticket for the reserved seating areas?**

You can purchase tickets at the venue box office or online at [www.MiamiBeach100.com/tickets](http://www.MiamiBeach100.com/tickets) or by calling (877) 987-6487 Monday through Saturday from 10:00 a.m. to 9:00 p.m. EST and Sundays from 1:00 p.m. to 9:00 p.m. EST.

### **How much are reserved tickets?**

Tickets for reserved seating are available at the following prices plus a ticketing service fee and applicable state tax per ticket:

Grey Reserved: \$55  
Orange Reserved: \$79  
Red Reserved: \$105  
Green Reserved: \$129  
Blue Reserved: \$179  
Bronze VIP Reserved: \$365  
Gold VIP Reserved: \$540  
Club Suite VIP Reserved: \$1,000

*For Private Skybox information call (305) 341-7899*

### **I did not receive a ticket confirmation email, what do I do?**

Check your SPAM folder for any emails from [memberservices@ticketfly.com](mailto:memberservices@ticketfly.com). If you still do not see anything, please log into your account to verify your order. If you still do not see anything, please email [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com)

### **I typed my email address in wrong when I bought my ticket, what do I do?**

Please email [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com) with your order confirmation number and corrected email address, they will adjust the email address on the order and re-send your confirmation information.

### **Can I buy a ticket if I live out of the country?**

Yes! International orders will be held at Will Call; however, when you purchase a ticket it will show your order as being shipped. Go through the order process as normal, once the order is complete, our ticketing process or TicketFly will rectify by refunding your shipping & handling charges. TicketFly will verify all billing addresses, so please enter accurate billing info when placing your order.

If you are still having issues, you can email TicketFly's customer service directly on [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com) or call (877) 987-6487 Monday through Saturday from

10:00 a.m. to 9:00 p.m. EST and Sundays from 1:00 p.m. to 9:00 p.m. (NOTE: This is an international call if you call from outside of the U.S.).

**If I purchase tickets from outside of the US, will my order be shipped?**

All international orders will be held at Will Call; however, when you purchase a ticket it will show your order as being shipped. Go through the order process as normal, once the order is complete, our ticket processor TicketFly will rectify by refunding your shipping & handling charges. TicketFly will verify all billing addresses, so please enter accurate billing info when placing your order.

**What if I have a problem and need assistance buying a ticket?**

If you are have issues while purchasing your ticket, you can email TicketFly's customer service directly on [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com) or call (877) 987-6487 Monday through Saturday from 10:00 a.m. to 9:00 p.m. EST and Sundays from 1:00 p.m. to 9:00 p.m. (NOTE: This is an international call when calling from outside of the U.S.).

**I can no longer attend the festival, can I get a refund?**

Our ticketing policy is that all sales are final; therefore, we do not offer refunds or exchanges. If you have any questions about this, you can email us at [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com).

**I still have questions about my ticket order?**

You can email [customersupport@ticketfly.com](mailto:customersupport@ticketfly.com).

**Can I bring in my own chairs for the free public viewing areas that are not reserved seating?**

Yes, each person will be allowed to bring in one typical folding beach chair per person.

**Can I carry in my own food and beverage?**

No, outside food or beverage of any kind will not be allowed on premise. No alcohol, glass or Styrofoam of any kind will be allowed. Food and beverages will be available for purchase on site.

**Can I carry in my own cooler?**

No coolers of any kind will be allowed.